

JOB HUNTING THROUGH CYBERSPACE

INTRODUCTION

Job hunting has taken on a technical dimension through the increasing use of electronic resumes, job databases, and other employment services utilizing the capabilities of cyberspace. It is the new way to network, advertise vacancies, and search for career opportunities. If you have a computer system equipped with a modem and communications software such as ProComm or CrossTalk, you can access information to help in your job search. Most resources are linked to commercial services such as America Online, Prodigy, or CompuServe. Each of these online services have job-search services and many provide access to others on the Internet.

ONLINE SERVICES

(Information current as of March 1995)

- [America Online \[800/827-6364\]](#) has the largest array of career services. They include data bases of jobs available and jobs sought as well as a career guidance section. Select REFERENCE DESK from the main menu, then CAREER CENTER to reach services that include TALENT BANK, E-SPAN (described below), and HELP WANTED--USA, a databank of job listings with 16,000 resumes and 7,000 job openings. The cost for membership with America Online is \$9.95 per month with five hours access; then \$2.95 per hour.
- [Prodigy \[800/776-3449\]](#) services are accessible using the command JUMP CLASSIFIEDS, then BROWSE ADS, then HELP WANTED for a listing of about 300 job ads. Membership is \$9.95 per month with five hours access; then \$2.95 per hour.
- [CompuServe \[800/848-8199\]](#) provides access to E-Span's 2,000 job database by typing GO ESPAN. Unlimited basic membership service is \$8.95 per month. For an additional charge of \$4.80 or \$9.60 per hour (depending upon modem speed), you will have access to job listings in CompuServe's professional forums.
- Other online services include [University ProNet \[800/726-0280\]](#) based in Palo Alto, California. This service electronically matches the alumni of Cal Tech, Carnegie-Mellon, Columbia, Cornell, MIT, Ohio State, Stanford, UC Berkeley, UCLA, University of Chicago, University of Illinois, University of Michigan, University of Pennsylvania, University of Texas at Austin, University of Wisconsin at Madison, and Yale with corporations who subscribe for services. Applicants provide a six-page profile of their career history and job requirements on a disk. The applicant is contacted for permission to forward their profile to enquiring employers. Lifetime membership to list your resume is \$35.
- E-Span [800/682-2901] offers the Interactive Employment Network (IEN), with a resume database, electronic ads, salary guides, career guidance, interactive interview questions, and a resume writing device. It is accessible through America Online, CompuServ, Genie, and the Internet.

BULLETIN BOARD SERVICES

- **Bulletin Board Services (BBSs)** are another resource available via your computer. A bulletin board service usually contains several large information areas as well as separate areas to leave and receive messages so that you can participate in conversations and discussions. When several people are connected to the BBS at one time, you can type messages back and forth in "chat" mode. Most BBSs also have libraries of computer files available for downloading so that you can have copies.

Most BBSs will work with your communications software settings at the top speed (baud rate) of your modem -- 8 for the number of bits, None for parity, and Auto or 1 for the stop bits. Then add the BBS telephone number and tell your computer to dial it. If the BBS is operating and not busy, you will see the message CONNECT with the top speed of your modem and the BBS's modem have in common. The next step usually is to log in. If you are a new user, you will be asked for information such as your name, address, telephone number, and sometimes a password. Then you will see a menu of options. It may be confusing, but take time to explore them and use the help section as necessary. Be sure to logout when you are finished.

- **Newsgroups** are part of a BBS where information is exchanged in the form of articles. When you sign on to a newsgroup, you can read or send articles and sign off when you finish. They include forums to post resumes, view job vacancies, and discuss employment-related topics, and they are available through Usenet. Usenet is a separate computer network outside of Internet. While many Internet sites provide access to Usenet usegroups, not all groups are available at each site. With full Usenet access, you can reach the following sites directly: [misc.jobs.offered](#), [misc.jobs.resumes](#), [misc.jobs.wanted](#), and [misc.jobs.misc](#)

- **Freenets** are electronic villages that look like a community and are a good way to make contacts in a new city before relocating or while job hunting. They may provide access to the local library's online catalog, a post office where you can send e-mail, a business and industry building with local employment services, and a gateway to most available resources. The number of freenets is growing. Some offer more employment resources than others, but all offer great networking opportunities.

- Job seekers of federal employment can dial the Office of Personnel Management's **Mainstreet BBS** at [202/606-4800](#) and find information about a variety of topics related to civil service positions including job listings. Internet access is available through this BBS. You will be asked to provide your name and a personal password, and you will have a time limit of 90 minutes per call. Another number for this BBS is [912/757-3100](#).

The menu for OPMMainstreet is:

- 1 FORUM: Areas of Special Interest
- 2 File Areas for Download (including JOBS)
- 3 Private E-Mail
- 4 Your Personal Profile
- 5 "OPM MAINSTREET" Info and Utils
- 6 FILES From All Forums & File Areas
- 7 Jobs - Jobs - Jobs . . .
- I INTERNET Access
- C CONNECT TO OTHERBBSs

• FedWorld is the electronic marketplace of the National Technical Information Service. It serves as a link to technical, business, and consumer information produced by over 60 government agencies. You may encounter some rough spots in using FedWorld as it has been in operation only since 1992 and is still growing. Recent signing of an act providing money for capital investments should result in further improvements. It may be difficult to connect with some agencies during business hours. Access is free, but there may be a charge for access to some documents which is payable by credit card.

FedWorld can be reached directly or via Internet. The direct connection settings are None for parity, 8 for data bits, 1 for stop bit, ANSI for terminal emulation, full for duplex. The number is 703/321-8020 or 703/321-3339. The help desk telephone number for FedWorld is 703/487-4608. First-time users will need to complete an ID and password. The menu foFedWorld will appear:

F e d W o r l d (R)
National Technical Information Service

- | | |
|---------------------------|----------------------|
| B Help/Information Center | E Public Mail/Forums |
| H FEDWORLD MARKETPLACE | P Private Mail |
| D Gateway System | U Utilities |
| F Library of Files | W Who's On |
| O Subsystems/Databases | G Goodby (Logoff) |
| N FedWorld Newsroom | |
| J Federal Job Openings | |

Federal job listings appear throughout the system, but can be located quickly using J, Federal Job Openings, on the main menu. These brief listings are updated weekly. Telephone numbers are provided for further information.

FedWorld's GateWay System provides a connection to 130 government BBSs. Information on finding a job with the federal government can be found on the OPM Mainstreet BBS described above. The FedWorld path is option D, Gateway system, on the main menu, and then #44 (OPM Mainstreet). Extensive information on setting up and operating small businesses can be found by choosing option D, Gateway System, and then #40 (SBA On Line).

THE INTERNET

The Internet is an enormous international communications network of services including employment resources offered by nonprofit organizations, recruitment firms, universities, individual companies, and government agencies that is accessible through many online and bulletin board services. It contains thousands of job-related databases, discussion groups and forums, newsletters, bulletin boards, freenets and listings including the Usenet job-listings groups, worldwide news groups such as [misc.jobs.misc](#), Telnet's Career Connections at [telnet career.com](#), Systers (a worldwide network of 1,700 women in computer sciences), and Gopher (a menu-driven worldwide university and Internet search system). Help in navigating the Net can be found in numerous published books and manuals.

Addresses on the Internet vary in length and consist of several elements. For e-mail, the first element is the name of the user. For example, Margaret F. Riley's Internet name is [mfriley](#). This is followed by @, indicating "at." After the @ sign, you will find a bewildering array of words, dots, and more words. This array routes [mfriley](#)'s messages to her computer home. What is important to know about the array is that you need to type it exactly, without any variations. If you really feel you need to know about all the elements in the address array, consult a book about the Internet, such as *Internet for Dummies*, by John R. Levin and Carol Baroudi. Internet site addresses do not include individual names.

An excellent comprehensive guide to job-hunting on the Internet is "Employment Opportunities and Job Resources," highlighting resources in Usenet Job-Listing Groups, Telnet Services, Gopher Services, Listservs, Mailing Lists, and the WorldWide Web (WWW). The guide is available at Gopher site [una.hh.lib.umich.edu](#). From this site, select menu choices [inetdirs](#), [Guides on Social Sciences](#), [Employment Opportunities](#). The WWW, the guide is available at <http://www.wpi.edu/Depts/Library/jobguide/index.html>. For a copy of written directions to the guide, contact Margaret Riley, computer-resources librarian at Worcester Polytechnic Institute's Gordon Library in Worcester, Massachusetts at mfriley@wpi.edu

Another guide which highlights the easiest-to-use and most comprehensive resources on the Internet is "Job Search and Employment Opportunities: Best Bets from the 'Net'" by Philip Ray and Bradley Taylor. The ASCII text version is found by selecting "Job Searching & Employment" at gopher site [una.hh.lib.umich.edu](#) or at WWW site <http://asa.ugl.lib.umich.edu/chdocs/employment/job-guide.toc.html>

- [Career Connections](#) is a menu-driven interactive employment network offering H.E.A.R.T. (Human Resources Electronic Advertising and Recruiting Tool). Job hunters can view job ads, searching by company name, career categories, and geographic location. They can respond to recruiters directly. This free service for job hunters allows them to choose the companies to whom they would like their resumes sent. Job hunters upload their resumes to the database or provide a personal profile and let H.E.A.R.T. generate a resume. Companies pay a fee to post vacancies. Users also can receive private electronic mail (e-mail) or take part in discussions on a public message board. Access is through [telnet](#) at [career.com](#).

- **Career Magazine**, produced by NCS Jobline of Boulder, Colorado is one of the newest job-search resources on the Internet. It is free to job seekers and human resources professionals. It offers job vacancies that can be retrieved by occupational title, skills, and geographic locations. Users can view company information and feature articles on job hunting and workplace issues. Its Jobnet Forum encourages interaction between prospective employees and human resources professionals. Supplementary information offered includes a classified section of employment services and directory of recruiters. Find it on WWW site <http://www.careermag.com/careermag>
- **Career Mosaic**, made available by Bernard Holes Advertising of New York, offers company profiles and information about their products, services, and employment opportunities. It also allows access to job openings on the "jobs.offered" newsgroups on Usenet, which includes many regional newsgroups in New York and San Francisco. Articles about job hunting are listed in its library. It is located at WWW site <http://www.careermosaic.com/cm/home.html>
- **E-Span's Interactive Employment Network (IEN)** is located at WWW site <http://www.espan.com>
- **Federal Job Opportunity Board (FJOB)** menu choices include a public area for messages and files, recruitment announcements, a job fare calendar, and vacancy lists. Files can be searched by job series, title, hiring agency, and geography. Entries are updated frequently. Access is through telnet at fjob.mail.opm.gov
- **FedWorld** access on the Internet is through telnet at telnet fedworld.gov or on the WWW at www.fedworld.gov
- **Monster Board**, operated by Adion Information Services, is a database that can be searched by company name, location, discipline, industry, and job title. Users also can get background information about companies and apply for positions online by e-mailing their resume. It is on the WWW at <http://www.monster.com>
- **Online Career Center** is a non-profit service based in Indianapolis, Indiana offering employment and resume databases. Searching is free and is done through keyword searching. Companies pay a one-time fee to advertise positions and typically update their job listings daily. Job candidates pass their resumes via e-mail, where they remain for 90 days. Access using gopher to occ.com or the WWW site <http://www.occ.com/occ>.
- **Mailing Lists and Listservs** on the Internet are forums for people with shared interests. While reviewing forums for professionals with like interests, you will see discussions of job-related issues and vacancy postings. The easiest way to find the files that you are interested in is by asking other professionals in your field or by contacting your trade association.

ELECTRONIC RESUME S

Electronic databanks of resumes are another means of enhancing your job-search efforts. Here are some guidelines for pursuing employment in this way. Be sure to include key words and phrases that would be used in a computer search for someone with your qualifications. Emphasize nouns rather than action verbs and adjectives to indicate your specific skills. Do not use abbreviations (for example, spell out "Bachelor of Arts" rather than using B.A., etc.). Use words that everyone knows to maximize the number of matches between a search and your resume. The more points you include about yourself, the better your chances of being contacted.

Your resume will be scanned into the computer, so be sure to use white paper for printing your resume. Print on colored paper does not scan well. Avoid italics, fussy typefaces, underlining, graphics, and shading for the same reason. Leave a good amount of white space to allow the computer to recognize that one topic has ended and another has begun. Limit the length of your resume to one page for new college graduates, one to two pages for most people, and two to three pages for senior executives. Be sure to specify that you do not want your resume sent to your current employer.

Some of the businesses offering electronic resume services are:

Job Bank USA	800/296-1872
kiNexus	800/828-0422 extension 2000
National Resume Bank	813/896-3694
SkillSearch	800/258-6641

(Call to find out what their current fees are.)

The national outplacement firm of Drake Beam Morin claims to have a databank of 39,000 job leads. Professional associations including the American Institute of Architects and the International Facility Management Association provide online career databases for their members.

The [Automated Labor EXchange \(ALEX\)](#) system is a computer assisted job finding service that is used by the Maryland Job Service to help their clients obtain employment. It is accessible at local offices of the Job Service. Job seekers search through thousands of private and public sector listings using standard occupational codes. Job seekers contact job service interviewers for referrals to employers.

An electronic databank service available free of charge to separating military members and their spouses is the [Defense Outplacement Referral System \(DORS\)](#). Applications including personal and career information may be submitted as early as six months prior to the military member's date of retirement or separation. Employers who have jobs to fill, mainly in the private sector, obtain applicant information from the database located in Monterey, California and contact prospective employees directly. The [Public and Community Service \(PACS\)](#) registry operates in a similar fashion for jobs in public and community service, and registration is mandatory for early retirement. Additionally, the [Transition Bulletin Board \(TBB\)](#) is an electronic database of job listings available to military members at Family Support Centers throughout the Air Force and at parallel organizations in other branches of the military. Job seekers link with the database via modem and conduct a job search utilizing occupational job codings.

AN IMPORTANT POINT: Most employers who post job openings electronically prefer the traditional response of a cover letter and resume mailed or faxed to them to avoid an inundation of electronic mail.

Beware of employment listings that are simply ads culled from local newspapers or openings that already have been filled. Top positions probably never will be posted because the most sought-after employees are currently employed and will be recruited directly by companies or professional search firms. Confidentiality is always a concern when using electronic employment resources, so be sure to investigate how each online service operates before signing on. Positive aspects for employers are the fast results that can be obtained at relatively low cost and often better matches than those made by recruiters.

If you are interested in reading more about online job hunting, look for these books:

- *Electronic Resume Revolution*, Joyce Lain Kennedy and Thomas J. Morrow, John Wiley & Sons, Inc. 1994.
- *Hook Up, Get Hired!* Joyce Lain Kennedy, John Wiley & Sons, Inc. 1995.
- *The Internet for Dummies*, 2nd edition, John R. Levine & Carol Baroudi, IDG Books. 1994.
- *MORE Internet for Dummies*, John R. Levine & Margaret Levine Young, IDG Books. 1994.
- *Job Search and Employment Opportunities: Best Bets from the 'Net'*, Philip Ray and Bradley Taylor. (Available by sending check or money order for \$5 to Best Bets from the 'Net', c/o Career Planning and Placement Office, University of Michigan, 3200 SAB, Ann Arbor, Michigan 48109-1316 or faxing your request to 313/763-9268 with Visa or MasterCard number, expiration date, telephone number, and return address.)
- *The Job-Seeker's Guide to On-Line Resources*, Alice Snell, Kennedy Publications. 1994.
- *The Whole Internet*, 2nd Edition, Ed Krol, O'Reilly & Associates, Inc. 1994
- *The Internet Navigator*, Paul Gilster.
- *The On-Line Job Search Companion*, James Gonyea.

Remember that a successful job search will employ traditional paper-based and networking methods in addition to electronic means. Together, all three techniques will enhance your ability to find the job you really want quickly. Good luck!☺

EMPLOYMENT INFORMATION ON NETSCAPE

Global Network Navigator -- Business

<http://gnn.com/gnn/wic/bus.toc.html#employment>

A gateway to 12 online employment sites including information on educational opportunities, job databases, and links to other employment-related resources on the Internet.

Employment Opportunities and Job Resources on the Internet

<http://www.wpi.edu/~mfriley/jobguide.html>

The Riley Guide, as it is sometimes called, provides information on state employment resources, career planning, and locating private and federal jobs on the Internet.

Job Search and Employment Opportunities: Best Bets from the Net

<http://asa.ugl.lib.umich.edu/chdocs/employment/job-guide.toc.html>

Provides links to job openings and career development sites on the Internet, including the Online Career Center, which provides information about opportunities in education, humanities and social sciences, science and technology, and the federal government.

America's Job Bank Main Menu

<http://www.ajb.dri.us/>

America's Job Bank allows the user to conduct a self-directed employment search, provides access to other job banks, and supplies information about state employment services.

National Business Employment Weekly

<http://www.careermosaic.com/cm/cm27.html>

The National Business Employment Weekly Online features articles and sources of employment information, including a database of private-sector jobs.

Monster Jobs on the Web

<http://199.94.216.72:80/home.html>

A list of 500 leading employers with over 3,200 job opportunities and a resume database.

Employment Resources on the Internet
<http://www.cs.purdue.edu/homes/swlodin/jobs.html>

A wide variety of career development and job-search information including: career-based employment companies, links to professional recruiters, sources of contact employment, resume databases on the Internet, a list of corporations with job opportunities, and federal job information.

JOBS Library
<ftp://ftp.fedworld.gov/pub/jobs/jobs.htm>

The federal job opportunity database, organized by location and job title.

WebCrawler Searching
<http://webcrawler.com/>

An excellent search vehicle for locating resources on the WorldWide Web.

Career Magazine
<http://www.careermag.com/careermag/>

Information about job openings, news and articles about career issues, resume banks, and employer profiles.

JobWeb
<http://www.jobweb.com/>

An employment outlet designed for use by recent college graduates or the experienced job seeker. Information provided includes a list of reference material about employment, employer profiles, career fair information, federal jobs, and career development information.

Yahoo - Business and Economy:Employment:Jobs
<http://www.yahoo.com/business/employment/jobs/>

A listing of sources for employment information, including career development, job opportunities, and corporate information.

Employment Resources
<http://www.wvu.edu/~n9444157/job.html>

A link to more than 30 private-sector employment and resume resources.

Interactive Employment Network
<http://expan.com/>

A resource for job seekers and employers. A job library and resume depository is provided for private-sector use.

The information on the first seven pages of this handout was compiled from the following sources:

- ***BBS: Another Dial-Up Option***Bradley Peniston and Austin Bachman, THE SUNDAY CAPITAL, January 29, 1995.
- ***Byte-Size Resumes***Laurie Kretchmar, WORKING WOMAN, April 1993.
- ***Government Online: Agencies***Barbara J. Saffir & Ann Grimes, THE WASHINGTON POST.
- ***Job Hunting the Electronic Way***Bronwyn Fryer, WORKING WOMAN, March 1995.
- ***Searching Cyberspace***A. Paula Azar, NATIONAL BUSINESS EMPLOYMENT WEEKLY, February 26 - March 4, 1995.